



CITY OF BELMONT  
ADOPTED CC: JULY 8, 2008  
UNREPRESENTED GROUP  
FLSA: EXEMPT

## **INFORMATION SERVICES DIRECTOR**

### **DEFINITION**

To plan, direct manage and oversee the activities and operations of the Information Services Department including the evaluation, acquisition, installation and use of appropriate technologies to meet the City's information and telecommunication needs.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general administrative direction from the City Manager.

Exercises direct supervision over Information Services staff.

### **EXAMPLES OF DUTIES**

*Depending upon assignment, essential and other important responsibilities and duties may include, but are not limited to the following:*

- Develop and implement a citywide long-range information systems strategy which involves facilitating discussions with City management regarding current and anticipated information services requirements, applications development and enhancement requests.
- Serve as a technical advisor to the City Council, City Manager and other City departments.
- Establish standards and use of appropriate hardware and software to meet the information processing needs of various city departments.
- Gather and analyze data regarding the information system needs of various city departments; develop or modify automated systems in response to identified needs.
- Install and test newly approved hardware and software components; plan and design test data to validate new or modified applications.
- Oversee the repair, maintenance, design, replacement, and upgrading of city-wide telecommunication systems.
- Serve as Local and Wide Area Network Administrator; oversee daily backup procedures of file servers to maintain network security.
- Oversee the design, implement and maintain the City's data and voice communications infrastructure including various forms of cabling and wireless communications.

- Oversee and coordinate the City's technology plan, policies and procedures; provide technical input and direction for future technological needs.
- Write information systems program documentation, user procedures, instructions and policies; instruct City staff in the use of hardware and software applications; coordinate training programs as appropriate.
- Maintain current knowledge of hardware, software and network technology and recommend upgrades as appropriate.
- Provide supervision, guidance, training, evaluation and feedback to Information Services staff.
- Oversee development and maintenance of parcel and geographic information for City GIS and mapping system.
- Provide offsite computer support to Council members.
- Provide technical support incorporating audio/visual aides for management staff and City Council.
- Serves as the city's electronic mail administrator.
- Develop budget and training program for the city network hardware and software programs.
- Manage the City's Internet presence, including access, security and enhancements.
- Serve as City's lead for local and regional Technology issues (including cable, telecommunications, etc.) as well as City's representative on the SAMCAT board.
- Coordinate cable casting of Belmont City Council meetings and other issues as appropriate.
- Manages customer support for business applications, personal computers, networks and telecommunication equipment.
- Ensure compliance with legislative, regulatory and judicial mandates, regulations and professional standards.
- Prepare and present written and oral reports and recommendations to the City Manager and City Council.

## **QUALIFICATIONS**

### **Knowledge of:**

- Municipal computer applications including Finance Systems, Geographic Information Systems, Permit Processing Systems, and Public Safety Systems.
- Application software development and design
- Design, integration, testing, implementation, documentation, monitoring and evaluation of automated systems.

- Computer systems and telecommunication equipment functions and capabilities
- Principles and practices of management, supervision, and training

**Ability to:**

- Plan, organize and direct activities of an Information Services Department.
- Identify and conceptualize information technology needs and work flow.
- Develop and direct implementation of new/changed organizational systems.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, implement recommendations in support of goals.
- Interpret political and administrative direction and incorporate into operational policy and procedures
- Prepare narrative, statistical and technical reports.
- Analyze existing systems, processes, and procedures and modify/develop changes as necessary.
- Plan, organize and prioritize work assignments.
- Supervise, train and evaluate employees.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Experience and Training Guidelines**

*Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Experience:**

Six years of increasingly responsible information systems technology, design and installation experience including three years of management or supervisory responsibility.

**Training:**

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in computer science, information systems, business administration or a related field. Additional qualifying experience or training may substitute for formal education

**WORK ENVIRONMENT/PHYSICAL DEMANDS**

Ability to work in a standard office environment; exposure to computer screens.

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